

Service Name	<b>OBSERVATION ROOM</b>
Setting	Hospital
Facility License	As required by DHHS Division of Public Health.
Basic Definition	Emergency Psychiatric Observation provides less than 24 hours of care in a secure, medically supervised hospital setting for evaluation and stabilization of acute psychiatric and/or substance use disorder symptoms.
Service Expectations (basic expectations for more detail see Title 471 chapter 20)	<ul style="list-style-type: none"> <li>• Complete a trauma-informed mental health assessment beginning with a face-to-face, initial diagnostic interview and continuing with an emergency psychiatric observation level of care during a period of less than 24 hours.</li> <li>• A substance use disorder screening is completed during the observation period.</li> <li>• A health screening/nursing assessment is conducted by a Registered Nurse.</li> <li>• A discharge plan, with emphasis on crisis intervention and referral for relapse prevention and other services developed under the direction of a physician (psychiatrist preferred).</li> <li>• Provide medication evaluation and management services.</li> </ul>
Length of Service	Less than 24 hours
Staffing	<ul style="list-style-type: none"> <li>• Psychiatrist (preferred) or Physician</li> <li>• APRN or RN with psychiatric experience</li> <li>• LMHP/LDAC (preferred) or LMHP</li> <li>• Registered Nurse</li> <li>• Social Worker(s)</li> </ul>
Staffing Ratio	All positions staffed in sufficient numbers to meet hospital accreditation guidelines.
Hours of Operation	24/7
Desired Individual Outcome	<ul style="list-style-type: none"> <li>• Symptoms are stabilized and the individual no longer meets clinical guidelines.</li> <li>• Sufficient supports are in place and the individual can return to a less restrictive environment.</li> <li>• Admission to a higher level of care if medically appropriate.</li> </ul>
Admission guidelines	<p>The individual must meet all of the following admission guidelines to be admitted to this service:</p> <ul style="list-style-type: none"> <li>• The individual presents with symptoms consistent with a psychiatric crisis that requires a period of observation, assessment and treatment.</li> <li>• The individual's medical needs are stable.</li> <li>• The individual does not appear to require greater than 23:59 treatment or inpatient level of care.</li> <li>• Based on current information, there may be a lack of diagnostic clarity and further evaluation is necessary to determine the individual's service needs.</li> </ul>
Continued stay guidelines	If it is determined that continued care is needed beyond the 24 hour period the individual is considered as inpatient hospitalization and prior authorization requirements apply.